

Teach First

Supporter Experience Officer (Schools)

Maternity cover



The role

The rundown: An important part of our Fundraising work is to design and deliver high-quality engagement opportunities for prospects, supporters and the schools that we work with. These opportunities allow donors to work directly with pupils and for pupils to benefit from their expertise. We offer a range of activities for primary and secondary schools to achieve these aims and deliver best in class cultivation and stewardship to help us secure and retain high value donations.

In this role you'll manage regular requests from key stakeholders to engage with our schools and pupils in London. That could be recruiting schools for careers and outreach activities, running large events like our London Careers Expo, or supporting bespoke partnerships like our work with [DHL](#).

The Supporter Experience Officer (Schools) ensures that engagement opportunities are delivered strategically and professionally, and in line with the wider objectives and relationships Teach First has with schools and supporters. You'll work closely with Partnership Managers and our London regional team to ensure activities are delivered impeccably, so that supporters, schools and young people have the most positive experience of working with Teach First.

The detail: day-to-day work

- Work with internal colleagues, funders and schools to design, deliver and evaluate engagement opportunities.

- Balance the expectations of schools and funders so all engagement activity reinforces support for Teach First from all parties.
- Manage communications with key stakeholders to ensure a positive pupil, school and donor experience
- Identify ways in which the design and delivery of engagement activities can be made more impactful.
- Maintain effective systems to improve and simplify the work of the team, including use of Salesforce for excellent CRM practice.

You'll take ownership for:

- Project managing the delivery of pupil facing opportunities from our funders, including six figure partnerships like BDO and Citi E for Education.
- Cultivate excellent working relationships with internal stakeholders in London to engage them in the work of the Fundraising Department.
- Build and maintain relationships with teachers in partner schools to strategically develop and implement activities tailored to their needs.
- Develop enduring relationships with funders and liaise directly with them on the stewardship of the pupil facing elements of the partnership.
- Collate and analyse evaluation data and recommend improvements where necessary; use evaluation data for reporting to external and internal stakeholders.

About you

The Essentials: make sure you demonstrate these in your application. Even if you think you don't quite tick all the boxes we want to hear from you.

- **Project Management:** You'll have a track record of successfully managing and monitoring the implementation of multiple project plans and handling obstacles effectively.
- **Knowing the market:** You'll have an in depth understanding of how to work with schools, their priorities and how they run. You will also have an appreciation of funder motivations and expectations and how to meet them.
- **Customer Service:** You'll need to demonstrate experience of supporting and creating a culture where the customer comes first, both internally and external
- **Relationship Management:** You'll have experience of managing and developing external stakeholder relationships and partnerships to produce favourable outcomes.
- **Programme Design:** You'll show the ability to design pupil-facing and volunteer-facing content to improve programmes and assure their quality and effectiveness

The nice to haves: we want to hear from you even if you can't demonstrate these yet. We're looking for potential, so tell us about what you can bring to the role.

- **Leadership:** Strong leadership skills, with the ability to motivate excellence in others
- **Championing Teach First:** You'll have a positive approach to Teach First and support our work to build a fair education for all.

The main responsibilities of this role are described here. As our needs as a charity change, we may need to make reasonable changes from time to time.

We succeed when we work together. Here's who you'll be working with regularly:

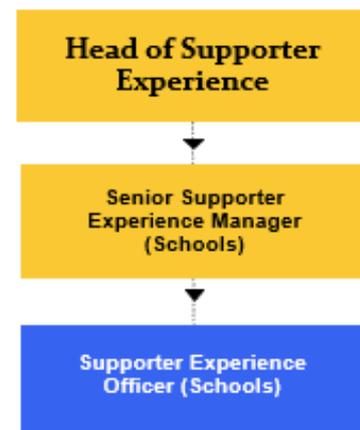
- Corporate Partnerships Team
- Major Gifts Team
- Day-to-day contacts at key funders
- London School Partnerships colleagues
- School Engagement Team

More info on how the role fits in with the rest of the team and charity:

An Enhanced DBS check with Barred List will be required.

You'll report to: Senior Supporter Experience Manager (Schools)

This position is a level 2 role. [Take a look at our role levels and where you'll fit in.](#)



More about working for us

There's lots of great stuff about working here. For full details [pop over to our webpages](#).

Our culture: We live by our principles. They underpin our culture and identity. And inform everything we do. [Find our more about our cultural principles](#)

Diversity and inclusion: We want to be a place where everyone can perform, learn and contribute with the confidence to be themselves. We particularly welcome applications from candidates who are disabled; Black, Asian or Minority Ethnic; Lesbian, Gay, Bi, Trans including non-binary, and related communities; and candidates whose socio-economic background reflects that of the pupils we work with. We're committed to better representing the communities we serve.

[Find out more about what we're doing to improve our diversity and inclusion.](#)

This role is suitable for agile and flexible working

Our agile way of working gives you flexibility. Need to start late, finish early or fancy a change of scenery? That's fine, our Agile Working policy [focuses on what you achieve, not presenteeism](#).

If you need a set and regular working pattern to support your life have a chat with us about flexible working options. Over 100 of us already have a flexible working agreement, with more than 70 different working patterns in place. We're ready to hear your request. [Find out more via our flexible working policy](#) on our webpages.

Our benefits: Our mission is critical and the work's important, but so's your life. We've put together a benefits package that means you can live and work well. Find out more on our [Working at Teach First webpages](#).



workingmums
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Winner 2021
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Fighting to make our education system work for **every child**